

Bank of America Home Retention Efforts in Connecticut

Overview

Bank of America is committed to helping our customers stay in their home or otherwise avoid foreclosure whenever possible. A critical element of reaching our customers is through the National Mortgage Outreach team's proactive efforts to meet with customers face-to-face through events, mobile tours, Customer Assistance Centers and partnerships with third-party organizations.

Bank of America Customer Outreach Event Results

Since January 2009, Bank of America has participated in more than 1,200 events in 45 states and Washington, D.C. assisting more than 164,000 homeowners. That includes more than 250 bank sponsored events and mobile tours where we met with more than 51,000 homeowners, 162 bank sponsored events were in 2012 alone. Through our bank sponsored events we have created a unique customer experience in which we bring the full loan modification process – including underwriting and financial counseling – under one roof, giving us the ability to review our customers for all home retention or transition options.

In Connecticut, we have participated in 26 events since 2009, meeting with more than 2,800 homeowners, four have been bank sponsored events.

	Hartford July 14-16, 2011	Stamford July 14-16, 2011	Hartford Jan. 19-21	Bridgeport Jan. 19-21
Customers Solicited with Direct Marketing, Phone, Email	5,000	20,000	6,100	
Customers Who Attended the Event	324	502	123	116

Previous Connecticut Events:

- Nov. 28, 2012: Event sponsored by Gov. Dannel P. Malloy, Attorney General George Jepsen and the CT Department of Banking in Waterbury

Connecticut Home Retention Results

Bank of America services more than 128,200 customer loans in Connecticut – 16,000 (12%) of which are delinquent.

	2008-2011	2012 Total	Total Results
Proprietary Modifications ¹	9,853	1,742	11,595
Making Home Affordable ²	3,032	639	3,671
Total	12,885	2,381	15,266

¹Non-government modification programs for 1st and 2nd liens

²1st & 2nd liens through all Making Home Affordable programs

Customer Assistance Centers (CAC)

Bank of America has opened 50 CACs, including one in Connecticut, in some of the metropolitan areas that have been the hardest hit by the downturn in the economy and housing market. The centers allow trained associates to counsel customers, follow their file through the entire loan modification process, make decisions in many cases, and assist with other foreclosure prevention solutions if a modification is not possible. Since the first CAC opened in 2009, Bank of America has met with more than 123,000 customers at our CACs, including nearly 2,000 customers in Connecticut. Appointments are available M-Th from 9 a.m. to 8 p.m., F from 9 a.m. to 6 p.m. and Sat from 9 a.m. to 1 p.m. Meetings with a Customer Assistance Specialist are by appointment only.

Southington
738 West Street
860.385.9259 or 855.848.9052

Additional Resources for Customers

- In Person:** Visit bankofamerica.com/homeowner event or call toll-free to 1.855.201.7426 to register for a Bank of America outreach event, or the Customer Assistance Center number above to schedule an appointment.
- Over the Phone:** Call 1.800.846.2222, M – F 8 a.m. – 12 a.m., Saturday 8 a.m. – 8 p.m., Sunday, 3 p.m. – 12 a.m. ET.
- Online:** Visit bankofamerica.com/homeloanhelp for checklists to help you prepare, more information about your options and all the ways Bank of America can help.